

Business & Technology Applications Technician

Role Summary: This is technical work in developing and/or supporting applications for the business, research, and/or instructional functions of clients with a defined/limited scope. Employees determine the logical flow of applications and develop program code. Employees are involved with other business and technology employees in assessing the needs of clients and developing technical solutions of limited complexity. Detailed specifications are provided to employees for complex applications. Duties may include development, installation and modification of programs and/or packaged programs, program testing, and documentation of programming on a variety of platforms.

Competency	Definition
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listening and responding appropriately to messages from others.
Customer Service	Developing and maintaining strong relationships with customers by listening and understanding the customer and responds to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other work units to serve the customer.
Planning/Organizing	Establishing courses of action for self and others to ensure that work is completed efficiently.
Technical Support	Identifying problems, determining possible solutions, and taking action to resolve the issues.
Teamwork	Actively participates as a member of a team to move toward the completion of goals.
Technical Solutions Development	Possessing a satisfactory level of technical and professional skill or knowledge in position-related areas and keeping up with current developments and trends in areas of expertise.

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Communication	<p>States message in a clear manner.</p> <p>Listens to others.</p> <p>Uses language that is easy for others to understand.</p> <p>Ensures that information gets to the right person within agreed upon time frames.</p> <p>Uses correct grammar, punctuation, and spelling to communicate basic information (verbal and written).</p>	<p>Clarifies the purpose and importance of the message; presents ideas in a concise and clear manner.</p> <p>Explains programs, policies and procedures in language understood by the customer.</p> <p>Uses a style (formal, informal) that is appropriate for the listener, group, reader.</p> <p>Adjusts communication style to meet the needs of the listener.</p> <p>Seeks input, listens and checks for mutual understanding; asks for clarification as needed.</p> <p>Considers the impact of the message on the organization or customer.</p>	<p>Structures message in keeping with listener's experience, background and expectations; uses terms, examples, and analogies that are meaningful to the listener.</p> <p>Uses an effective and approachable style that engages others and builds credibility; persuades and negotiates to build rapport.</p> <p>Provides rationale when delivering complex or challenging information.</p> <p>Advises and consults with others to ensure accuracy and appropriateness of communications.</p>
Customer Service	<p>Can identify both internal and external customers that receive products or services.</p> <p>Accessible to the customer and provides prompt, attentive service.</p> <p>Listens carefully and checks for understanding of customer needs.</p> <p>Demonstrates courteous actions and follows the organization's</p>	<p>Understands the needs of the customer.</p> <p>Identifies options, develops solutions and takes action when responding to customer needs.</p> <p>Remains accessible to the customer when balancing multiple priorities.</p> <p>Assesses or checks with customer to ensure solution meets needs.</p>	<p>Proactively seeks to determine customer needs.</p> <p>Improves service delivery based on customer feedback.</p> <p>Looks for ways to remove barriers to optimize service delivery.</p> <p>Identifies ways to streamline processes/procedures to better meet customer needs.</p>

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	established protocol for customer service.	Develops relationships or partnerships with customers.	Develops creative solutions to respond to service needs.
Organizational Awareness	<p>Understands basic operation of the functional unit. <i>Example:</i></p> <ul style="list-style-type: none"> Keeps abreast of changes in web technology and incorporates into daily work <p>Understands the business and structure of the organization.</p> <p>Understands duties and purpose of his/her position.</p> <p>Recognizes how work units work together.</p> <p>Understands how primary duties/purpose of the position contribute to accomplishing the goals of the work unit. <i>Example:</i></p> <ul style="list-style-type: none"> Maintains awareness of and follows departmental and state government policies and guidelines pertaining to website development 	<p>Understands the formal as well as informal relationships within the organization.</p> <p>Understands the primary duties/purpose of the work unit and how the unit contributes to accomplishing the goals of the organization.</p> <p>Understands how individual decisions impact the achievement of the organization's goals.</p>	<p>Considers the impact of work products, outcomes, organizational changes on other parts of the organization</p> <p>Communicates goals, mission and priorities of the organization when interacting with others.</p> <p>Responds to organizational changes in a positive and productive manner.</p> <p>Identifies changing organizational needs and adapts service delivery accordingly.</p>
Planning & Organizing	<p>Understands tasks required in job and takes ownership to complete them.</p> <p>Understands objectives and priorities related to activities and tasks.</p>	<p>Sets priorities and knows when they need to be changed to meet client/business needs.</p> <p>Determines project/assignment requirements by breaking them down into tasks.</p>	<p>Provides leadership in planning and organizing the work of others.</p> <p>Identifies critical activities and tasks needed to complete work.</p>

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	<p>Accomplishes tasks within established timelines. <i>Example:</i></p> <ul style="list-style-type: none"> <i>Schedules hardware and software upgrades and maintenance</i> <p>Recognizes and obtains required equipment and/or materials that are needed to do the job.</p>	<p>Uses time effectively and does not let distractions interfere with getting the job done.</p> <p>Sets objectives and prioritizes activities and tasks; adjusts priorities when appropriate. <i>Example:</i></p> <ul style="list-style-type: none"> <i>Organizes software development efforts for new applications</i> <p>Anticipates obstacles/roadblocks and prepares alternative plans to ensure timely task accomplishment.</p>	<p>Allocates appropriate amounts of time for completing own and others' work; avoids scheduling conflicts.</p> <p>Ensures that required equipment and/or materials are available for self and others.</p>
Technical Support	<p>Performs limited diagnostics on assigned hardware and software.</p> <p>Identifies and acknowledges basic component, or system issues/errors.</p> <p>Resolves routine problems that have limited impact on a single program.</p> <p>Troubleshoots problems by probing user for information relevant to solving problem based on standard operating procedure or script.</p> <p>Implements standard course(s) of action to resolve a problem within established timeframes and administrative and technical</p>	<p>Identifies problems that require in-depth analysis of symptoms.</p> <p>Gathers and analyzes/interprets information to better understand problems.</p> <p>Considers options for solving problems, and chooses best course of action.</p> <p>Chooses appropriate action by considering implications and consequences.</p> <p>Checks outcome of problem resolution.</p>	<p>Interacts with and recommends methods of resolving problems to lower level technicians or client representatives.</p> <p>Recommends methods of resolving problems to lower level technicians or client representatives.</p> <p>Develops solutions that address the root cause of the problem and not the symptom.</p> <p>Devises or modifies procedures to solve moderate to complex problems considering.</p> <p>Serves as a key resource in solving problems of medium to</p>

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	<p>requirements.</p> <p>Involves supervisor when dealing with out-of-the-ordinary issues to determine most appropriate course of action.</p>		<p>high complexity for other technicians.</p> <p>Makes suggestions for technical modifications to prevent future problems.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Anticipates and proactively pursues issues or problems.</i> • <i>Detects trends, associations, and cause-effect relationships.</i> • <i>Measures outcome of problem resolution and takes further action as needed.</i>
Teamwork	<p>Demonstrates courtesy and respect when dealing with others in order to develop a positive working relationship.</p> <p>Participates and meaningfully contributes to developing simple solutions for team.</p> <p>Accepts responsibility for actions and does not blame others or conditions.</p> <p>Works as a team member by doing own share of work and listening to and acting on expressed needs.</p>	<p>Applies feedback from others to improve own performance.</p> <p>Works to make others successful.</p> <p>Accepts change and works to support changes.</p> <p>Able to constructively resolve conflict.</p> <p>Solicits feedback to improve performance.</p> <p>Aware of issues that affect team performance.</p> <p>Coordinates with others to achieve agreed upon outcomes.</p>	<p>Formally or informally mentors and coaches work group.</p> <p>Proactively tries to impact issues that affect team performance.</p> <p>Seeks out others, including clients, in creative problem solving.</p> <p>Selects appropriate and best method or format for presenting information either in writing or verbally.</p>

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Technical Solutions Development	<p>Exhibits basic knowledge of specialty work area.</p> <p>Demonstrates understanding of and the ability to apply the fundamental standards and terminology associated with the work specialty.</p> <p>Requires regular supervision to complete projects.</p>	<p>Understands theory behind applications systems analysis and programming and requires regular guidance to complete projects.</p> <p>Demonstrates knowledge of standard operating procedures to implement routine solutions of low to medium complexity for customers.</p> <p>Evaluates code and its functionality and recommends or makes changes to improve performance of simple applications.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Analyze/define requirements and develop code for a web-based query system.</i> • <i>Develop, code, and post web pages.</i> <p>Develops logical flow of simple applications.</p> <p>Exhibits working knowledge of specialty work area.</p> <p>Demonstrates an understanding of the general standards, skills and practices associated with the specialty.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>CDC; CMM</i> • <i>Set up email accounts; installation of software</i> 	<p>Understands impact of new technologies on current systems.</p> <p>Develops information technology systems or modules with limited scope.</p> <p>Interacts with and serves as a technical resource to lower level technicians.</p> <p>Experienced technical resource to technicians.</p> <p>Programs complex routines.</p> <p>Consults with senior level decision-makers, on an ongoing basis, to discuss alternative technical solutions.</p>

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		<ul style="list-style-type: none"> • <i>Imaging PC's; assisting co-workers with software problems.</i> • <i>Maintain and ensure operation of SCHS website, including hardware/software</i> • <i>Tracking Medicaid Review and expenditures</i> 	

Minimum Training and Experience:

Graduation from a technical school or community college with a degree in computer programming or graduation from a four-year college or university with nine semester hours in programming. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.